

50 YEARS OF FUN!

Post Office Box 9010 Addison, Texas 75001-9010 5300 Belt Line Road (972) 450-7000
FAX (972) 450-7043

AGENDA

SPECIAL MEETING OF THE CITY COUNCIL

JANUARY 26, 2004

6:30 P.M.

**TOWN HALL
UPSTAIRS CONFERENCE ROOM**

5300 BELT LINE ROAD

WORK SESSION

Item #WS1 – Presentation of Department's Quarterly Operation Reports.

Adjourn Meeting

Posted 5:00 p.m.
January 22, 2004
Carmen Moran
City Secretary

**THE TOWN OF ADDISON IS ACCESSIBLE TO PERSONS
WITH DISABILITIES. PLEASE CALL (972) 450-2819 AT LEAST
48 HOURS IN ADVANCE IF YOU NEED ASSISTANCE.**



Memorandum

To: The Honorable Mayor and City Council

From: Ron Whitehead, City Manager

Date: January 22, 2004

Subject: FY 2003/04 1st Quarter Reports

For the last several weeks, the Department Heads and my staff have been developing a format of reporting the status of their operations and projects on a quarterly basis. Our goal is to provide the Council with meaningful information in a succinct manner.

Attached are copies of the department's quarterly reports for your review in advance of the Department Heads' presentations next Monday. Since you will be convening in the upstairs conference room, the department heads will be making their presentations individually (similar to what you heard during the budget process last summer).

Since we will begin at 6:30 p.m., sandwiches will be provided and I have also asked them to limit their presentations to approximately 20 minutes. The following is the schedule that we will use for Monday's meeting.

6:30	Council Convenes
6:45	Finance
7:15	Human Resources
7:35	Information Technology
7:55	Development Services/City Secretary
8:15	Fire Department
8:35	Parks & Recreation
8:55	Public Works
9:15	Fleet, Facilities, and Airport
9:40	Police
10:00	Visitor Services
10:20	City Manager

I hope that the process and format that you will see on Monday is beneficial for you and the staff. If you have any questions, please do not hesitate to contact me at your convenience.

FINANCE DEPARTMENT QUARTERLY REPORT

1st QUARTER FY 03-04

Department Description:

The Finance Department is responsible for the managing the accounting, collections, and purchasing divisions for the Town. In addition, the Department is responsible for providing general supervision to the Municipal Court department. The department develops the Town's comprehensive annual financial report, administers the Town's risk management and treasury functions, and assists the City Manager with development of the Town's annual budget.

Accomplishments for the 1st Quarter of FY 2003-04:

- Implemented new utility rate structure for FY 2003-04.
- Completed draft issue paper on the feasibility of creating a Municipal Charter School in Addison.
- Published the Town's annual budget document prior to Thanksgiving.
- Worked with Cities Aggregation Power Project (CAPP) to obtain new power contract from a qualified retail electric provider (TXU).
- Completed all of field work associated with FY 2002-03 audit.
- Completed detailed sales tax analysis project for the City Manager's Office.

Objectives for the 2nd Quarter of FY 2003-04:

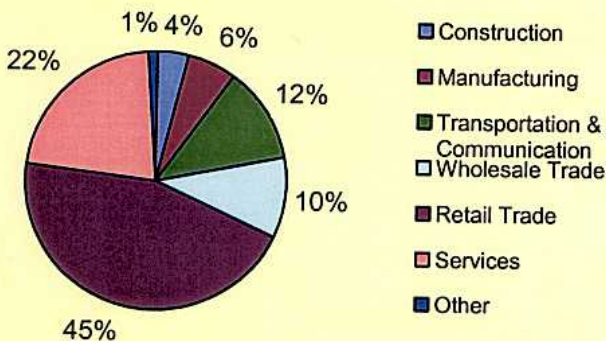
- Publish the Town's Comprehensive Annual Financial Report (CAFR) by the end of February.
- Revise purchasing manual to reflect changes in state law and revised Finance department structure.

Objectives for the Remainder of FY 2003-04:

- Negotiate new agreement for banking services.
- Update the Town's fixed asset inventory.
- Re-engineer collections division to optimize revenue monitoring and collection functions.

REVENUE INFORMATION

Components of Sales Tax for FY 2003



Sales Tax Collections for FY 2003-04

	<u>FY 2003</u>	<u>FY 2004</u>	<u>% Change</u>
October	\$903,404	\$867,769	-3.94%
November	\$738,070	\$731,624	-0.87%
December	\$640,506	\$600,176	-6.30%
	\$2,281,980	\$2,199,569	-3.61%

HUMAN RESOURCES DEPARTMENT

1st QUARTER FY 03-04

Department Description:

The Human Resources Department is responsible for assisting the Town of Addison in providing an environment that promotes high performance, customer service, accountability, integrity, involvement and diversity by:

- Providing resources for administering employee processing, payroll, benefits and policies
- Properly balancing the needs of the employees with the needs of the overall organization
- Hiring and promoting the most qualified employees
- Retaining our valued employees by providing a competitive salary and benefits package
- Maintaining compliance with employment laws and governmental regulations
- Ensuring a discrimination and harassment free environment

Accomplishments:

- Worked with consultant to review proposals for employee insurance plans and presented recommendation to Council.
- Conducted six open enrollment meetings to present 2004 medical and dental insurance plans to employees.
- Processed new enrollment applications.
- Reviewed all employee performance reviews for consistency in scoring and distribution of merit increases.
- Updated payroll system to reflect merit increase amounts.

STATISTICAL INFORMATION

	1st Qtr 02-03	1st Qtr 03-04
Hired	10.5	2
Promoted	1	3
Terminated	5	3
Retired	2	1

Numbers reflect full-time equivalents.

CURRENT PROJECTS

- Reviewing GEMS demonstration program for electronic time entry during month of January.
- Developing additional link to Town's website to recognize employees' community involvement. Implementation projected in February.

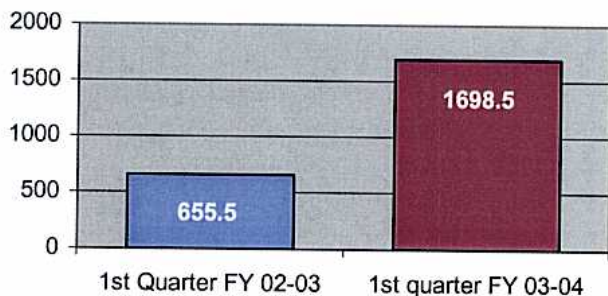
TRENDS

- The number of work related injuries and the length of time to recovery have significantly impacted our use of workers' compensation hours for 1st Quarter FY2004 as compared with 1st Quarter FY 2003.

OUTLOOK FOR 2nd QUARTER 2004

- Implement changes in employee benefit plans, to include modification of the current workers' compensation plan and distribution of a new absence management policy.
- Implement changes in health insurance program.
- Update payroll system to reflect changes in insurance rates, Plan 125 deductions and contributions to deferred compensation plan.
- Process and distribute W-2's.
- Continue wellness programs with monthly presentations.

Workers' Compensation Hours



INFORMATION TECHNOLOGY DEPARTMENT

1st QUARTER FY 03-04

Department Description:

The Information Technology Department is responsible for identifying, developing and maintaining a standard, integrated information services architecture that enhances organization productivity and creates a customer-centered business environment.

The department's responsibilities include:

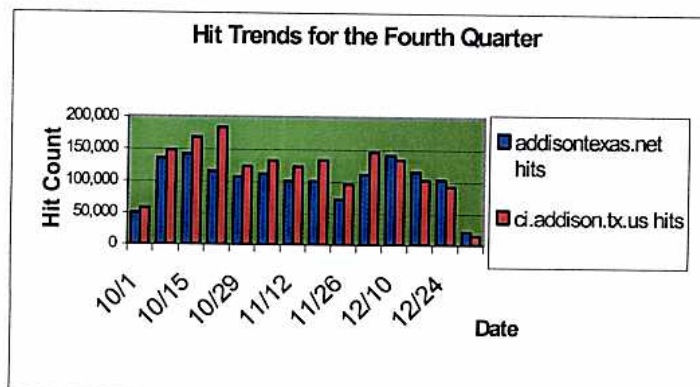
- Utilize Information Technology to facilitate the Town of Addison mission of public service
- Collaborating with other departments to provide effective technical solutions
- Design and supervision of the technology infrastructure
- Recording, tracking, and coordinating problem resolution
- Providing asset management and support services for the network and desktop environment
- Coordinating all technology training and education
- Provide evaluation, recommendation, and implementation of emerging technology.

1st Quarter Accomplishments:

- Continue the implementation of the Public Safety System upgrade to version 7.0
- Began the implementation of the 2nd phase of GIS.
- Upgraded the Enterprise Financial Application System.
- Upgraded the Court System.
- Managing the installation of Sprint WiFi services at Conference Centre.
- Implemented an unattended system to install Microsoft patches throughout the network.
- Reconfigured the Town's network to allow remote connectivity through the public Internet.
- Started testing a 3-tiers network connectivity solution for the police cruisers.
- Started evaluating the In-Car video solutions.
- Started testing a SPAM control solution to decrease traffic to the desktops.
- Upgraded the Recreation software.
- Began testing an 802.11g network at Police, Fire, and Town Hall.
- Released RFP and selected a vendor to purchase laptops.

OUTLOOK FOR THE NEXT QUARTER

- Release RFP and select a vendor for the In-Car video project.
- Replace all the laptops Town-wide.
- Release RFP and select a vendor to implement an electronic patient data system.
- Continue the implementation of the Public Safety System upgrade.
- Continue testing 802.11g network within the Town's facilities.
- Finalize the installation of 802.11g at Police, Fire, and Town Hall.
- Continue testing a 3-tiers network connectivity solution.
- Test and install an Electronic Time Sheet system.



DEVELOPMENT SERVICES DEPARTMENT

1st QUARTER FY 03-04

Department Description:

The Development Services Department is responsible for protecting the public's health and welfare through the enforcement of the Town's building, signage, plumbing, and electrical codes for the construction and maintenance of safe residential and commercial structures, and the inspection of restaurants, swimming pools, apartments, vacant lots, and the control of mosquitoes with spraying programs. The staff is also required to enforce Environmental Protection Agency regulations, and monitor transportation and disposal of liquid wastes.

Accomplishments:

• *Environmental Services*

- Assisted in the opening of nine new food service establishments, most notable Two Rows Restaurant
- Provided inspection services for the 500 Inc WineFest and three other special promotions.

• *Building Inspection*

- Issued Certificates of Occupancy to 90 new tenants in the city.
- Held the City-wide Garage Sale in October.

• *Zoning*

- Assisted CityHomes with a plan process through the P&Z and Council for 183 new townhome/condominiums in Addison Circle. The staff will begin planning for the new park in Addison Circle early in January.
- Assisted NewSource Capital and TexOK Properties to obtain Council approval of a third amendment to the Master Facilities Agreement for the funding of infrastructure in Addison Circle. The new agreement paves the way for the completion of all roads and parks in Addison Circle.

STATISTICAL INFORMATION

Building Permits

Certificates of Occupancy	90
Building Permits Issued	72
Total Permits Issued	287

Permit Valuation

New Construction	\$2,569,200
Additions, repairs, other permits	\$5,020,381
Total Permit valuation	\$7,589,581

Permit Fees Collected

Total Fees Collected	\$44,660.85
----------------------	-------------

Restaurant Inspections

Total number of inspections	157
Average Score	94.5%

OUTLOOK FOR THE NEXT QUARTER

We are very excited about the new year. We are currently working with the engineers at CityHomes on the civil construction drawings. We hope they break ground on "ParkView at Addison Circle" in early March. Once the infrastructure is completed, they will begin construction on the first of the 183 town homes, and we will be off and rolling on a major piece of the Addison Circle Puzzle.

We are also in preliminary meetings with the Fairfield Properties engineers on a site plan for approximately 350 addition multi-family units in Addison Circle on the west side of Quorum Drive. It would be great if we could get both of these projects under construction this year, but we don't expect anything to happen during the next quarter.

We believed that if we invested in infrastructure in Addison Circle, with projects such as Spectrum Drive and Addison Circle Park, that it would serve as a catalyst to help that area return to production, and it appears we took the right approach.

We look forward to the completion of some items in the City Secretary's office next quarter. We plan to have deeds, easements, and leases burned to CD and stored at a off-site facility. We currently have ordinances, resolutions, and minutes stored in this manner so this will complete our disaster recovery plan for Town Hall.

ADDISON FIRE DEPARTMENT

1st QUARTER FY 03-04

Department Description:

The responsibility of the Addison Fire Department is "To protect the persons and property in Addison by providing quality and innovative emergency services". The largest requested emergency service continues to be emergency medical services. Addison maintains one of the most aggressive pre-hospital emergency medical service protocols in the Dallas/Fort Worth area. This has resulted in the best pre-hospital emergency care in the region.

ACCOMPLISHMENTS

- ✓ Ordered two replacement fire vehicles (aerial platform and quint). Delivery in May 2004
- ✓ Received a Department of Homeland Security Assistance to Firefighters Grant in the amount of \$232,074.00
- ✓ Completed Emergency Medical Services Capnography enhancements to all defibrillators
- ✓ Completed Emergency Management Plan tabletop exercise with department heads
- ✓ Public Safety Mobile Radio System upgrade (in conjunction with Police Department)
- ✓ Completed the annual single family smoke detector battery replacement and fire safety survey program:
 - 212 Homes visited
 - 889 Batteries installed
 - 125 Home fire safety surveys completed
- ✓ Fire station two parking lot repair phase 1 completed

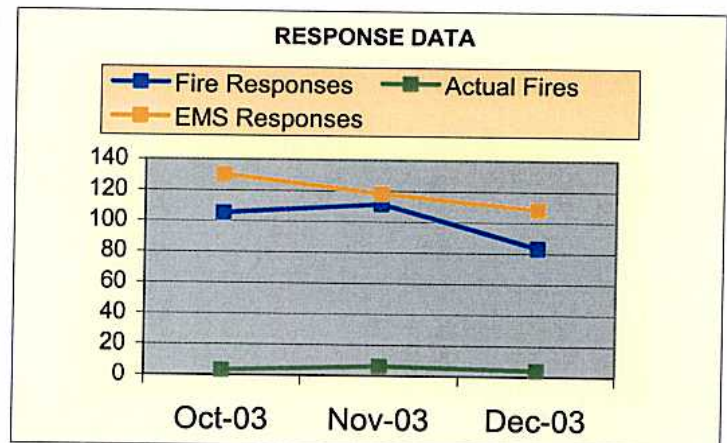
TRENDS

- ✓ Continue to focus on preparing for Weapons of Mass Destruction (WMD) incidents on a local and regional basis
- ✓ The Fire Prevention Division continued to make major strides in having older fire and life safety alerting systems replaced in high-rise buildings throughout Addison. This effort not only improves early warning and occupant safety, it is also reducing false alarms

SECOND QUARTER PROJECTS

- ✓ Implementation of Paperless Emergency Medical Services Reporting Program
- ✓ Adoption of Emergency Management Plan by various authorities

STATISTICAL INFORMATION



PARKS DEPARTMENT

1st QUARTER FY 03-04

Department Description:

The Parks Department's responsibility is to preserve and enhance the Town's exceptional quality of life through the landscaping of the community's public and private properties. To accomplish its mission, the department supervises the construction and meticulous maintenance of parks, boulevard medians, jogging trails, and entrances to the Town. The department is also responsible for the strict enforcement of the landscaping ordinance, which requires all commercial properties to enhance their buildings with landscaped areas. The department also provides support for the special events department on event site set-up and event coordination.

Accomplishments/Trends - First Quarter 2003-04

- Completed a comprehensive orientation on the operation and maintenance procedures for the Addison Circle Park display fountain with Georgia Fountain.
- Completed approval process to begin design on the Arapaho Road Phase III park designs.
- Completed specifications and bidding process for the Oaks North common area landscape lighting project.
- Completed the second Les Lacs Park rose trials bed, a joint project between the Addison Rotary and Addison Arbor Foundation.
- Began new annual maintenance contracts for the Addison Circle Park display fountains and for the Addison Circle landscape and irrigation maintenance.
- Renewed existing annual maintenance contracts for citywide seasonal color planting, park and streetscape pedestrian lighting and mowing.
- Completed bidding for numerous park infrastructure repair/maintenance projects including: replacement of the Easement Park trail surface; North Addison Park perimeter fence painting; Winnwood Park gazebo wood frame replacement; Les Lacs Park volleyball court sand replacement and several other projects.
- Added new park benches and waste receptacles in the Les Lacs Dog Park.
- Located and began repairs on the Les Lacs Lake south waterfall leak.
- Completed citywide spring flowering bulb planting.
- Replaced old and missing landscape shrubs in Bosque Park and in the Addison Circle tree wells.

OUTLOOK FOR SECOND QUARTER - 2003-04

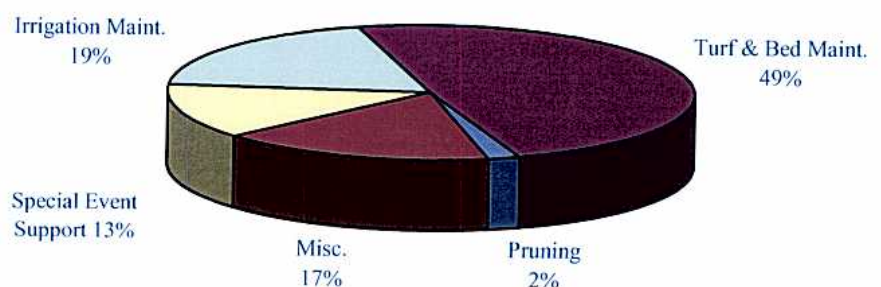
- Complete the design approval process for the Arapaho Road Phase III multi-use trail and park project.
- Complete final close out and payment for the Athletic Club expansion and outdoor leisure pool.
- Complete a work plan for the Addison Arbor Foundation to include fundraising and identification of new projects.
- Complete the committee design input process for the CityHomes Parkview at Addison Circle Park.
- Begin installation of the Oaks North common area landscape lighting.
- Complete engineering design for the replacement of the deteriorated residential perimeter masonry walls along Marsh Lane and Proton Drive.
- Begin contracts for park infrastructure repairs.

STATISTICAL INFORMATION

Vacancies During First Quarter

- 1- Irrigation Technician
- 1- Pesticide Specialist

Parks Work Tasks 1st Qtr FY03-04



RECREATION DEPARTMENT

1st QUARTER FY 03-04

Department Description:

The Recreation Department offers and maintains for Town residents a wide array of recreation, health, fitness, and athletic programs at the Addison Athletic Club and Trinity Christian Academy (TCA) joint-use park. Facilities at the Club include an indoor, four-lane lap/swim pool with whirlpool, four racquetball courts, a gymnasium, aerobics room, indoor running track, one lighted outdoor tennis court, a newly expanded 6,500 sq. ft. weight & fitness room & outdoor leisure pool. The TCA park and field house, include a multi-use soccer field, a quarter-mile jogging track, a lighted softball field, and six lighted tennis courts. The field house contains a gymnasium, weight room, and recreation room.

ACCOMPLISHMENTS FIRST QUARTER 2003-04

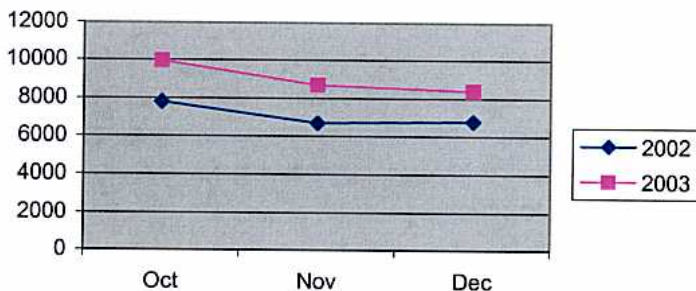
- Compared to the first quarter 2002-2003, there was an increase in Athletic Club check-ins by 27%.
- The new fitness area has been well used and very well received by the members. In response, staff increased cleaning and maintenance of equipment and facilities. Equipment in the existing areas of the Club have seen less usage, as most members have shifted to the new area.
- Staff continues to evaluate the expanded facilities and make adjustments to operations as needed.
- Seven new fitness and nutrition classes were offered.
- Completed the hiring process for the Division Secretary, promoting Recreation Associate, Betsy Sterns..
- Completed purchase and installation of new dumbbells, benches, as well as minor equipment.
- Special Events: Halloween Bash with 700 participants, Pacesetters Thanksgiving Dinner with 85 participants and hosted the Employee Action Committee Annual Health Fair with approximately 725 participants.
- Check-ins at the Trinity Athletic Complex were down by 28% compared to last year at this time.

OUTLOOK FOR SECOND QUARTER 2003-04

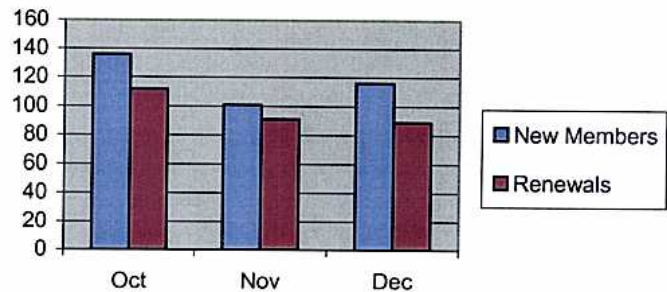
- Offer new services to include blood pressure screening and percent body fat measurement.
- Complete bid specifications for 7 replacement treadmills as part of the capital equipment replacement plan.
- Complete all outstanding warranty and punch list items for the Athletic Club expansion project. Major items include indoor track repair and installation of handrails for the outdoor pool.
- Complete bid specifications to meet updated Texas Accessibility Standards requirements for the front entrance entry ramp and handicap parking spaces.
- Re-finish the wood floors in the four racquetball courts, gymnasium, and aerobics room.
- Complete specifications for the indoor pool deck drain repair and pool deck tile band replacement.

STATISTICAL INFORMATION

**Athletic Club
Check-ins**



**New Memberships
and Renewals**



PUBLIC WORKS DEPARTMENT

1st QUARTER FY 03-04

Department Description:

The Public Works Department is responsible for the management and oversight of engineering, capital projects, streets, water, and wastewater divisions. In addition, to these duties the department is also responsible for maintaining the Town's drainage system, traffic signalization, the collection of all residential brush, the administration of the private waste hauler contract with private waste haulers for the effective collection and recycling of residential waste, street sweeping and the enforcement of animal control.

Accomplishments:

Streets:

Completed over 2,061 service calls including brush/bulk collection, road repairs and animal control.

- 348 residential requests for service
- 1333 Households receiving Bulk/Brush service
- 170 pot holes repaired
- 210 animal Control service calls

Water Utilities:

Completed 1,721 service calls including emergency line repairs and customer service responses.

- 571 service orders including door hangers and rereads
- 21 after hour's emergency calls
- 1,018 direct calls from customers
- 111 field service calls

DEPARTMENT GOALS FOR 2ND QUARTER

- Open Inwood/Landmark to public traffic
- Initiate construction on Spectrum Drive Extension
- Complete Utility Relocation on Arapaho and Addison Road
- Maintain low "Unaccounted for Water" numbers
- Work toward completion of Vulnerability Assessment for Water Utilities
- Work toward completion of Storm Water Management
- Select engineering firm to design system wide signal upgrade
- Begin review of Beltline/Dallas Pkwy intersection

Inwood/Landmark RXR Crossing



WATER UTILITIES

Number of Accounts:	3,237
Water Consumption (gals):	497,269,000
Sewer Usage (gals):	306,237,048
Percent Unaccounted for water:	5.18%

CAPITAL PROJECTS UPDATE

- Completed construction of Inwood / Landmark connection RXR crossing open to public on Jan 14 2004
- Arapaho Road Phase III – Demolition and ROW clearing is underway, roadway construction is scheduled for Spring 2004
- Addison Road Widening – Utility relocation is scheduled for Feb-March 2004; Roadway construction is scheduled for Spring 2004
- Spectrum extension will begin January 12, 2004 Estimated completion – 210 days
- Completed intersection improvement (Internally illuminated street signs, count down pedestrian timers and LED signal lights)

FACILITIES AND FLEET SERVICES DEPARTMENT

1st QUARTER FY 03-04

Department Description:

The Facilities and Fleet Services Department mission is to ensure that all Town facilities are maintained to an attractive and comfortable environment conducive to conducting Town business, and that the Town's fleet of vehicles is maintained to meet the highest standards of safety and efficiency. The Department ensures the city's inventory of supplies, mail services, and the Town's telecommunications network are managed effectively and efficiently. The department is also the Town's liaison to Addison Airport.

FACILITIES SERVICES

	QTR	YTD
Work Orders Processed (WO)	124	124
Avg. Days to Complete WO's In-House	1.8	1.8
Avg. Days to Complete WO's Contract	5.9	5.9

FLEET SERVICES

	QTR	YTD
Work Orders Processed:	289	289
Fleet Technicians Efficiency Rating	165.2%	165.2%
Dollar Savings Over Private Garage	\$27,811	\$27,811
Fleet Downtime	1.9%	1.9%

1st QUARTER PROJECTS ACCOMPLISHED

- Airport – Finalize Fuel Farm Contract
- Airport – Demolish Administration Building and relocate staff
- Airport – Complete design of Apron/Taxi Lane Texas Department of Transportation (TX-DOT).
- Facilities - Develop Specifications & Bid Replacement for 49 Tons of HVAC Equipment (SC).
- Facilities – Completed Office Space Remodel for Special Events Staff.
- Fleet – Develop specifications, & Bid Replacement of fleet shop lifts.
- Fleet - Develop vehicle specifications for Police, Parks & Environmental Services vehicles.

OUTLOOK FOR 2nd QUARTER PROJECTS

Airport:

- Fuel Farm Design
- Air Traffic Control Tower
- Frito-Lay Hangar Agreement
- Apron/Taxi Lane Project

Facilities:

- Install 49 Tons HVAC Equipment.
- Renovate Service Center Lobby Restrooms
- Evaluate Telephone System Network

Fleet:

- Purchase, and begin make-readies to new fleet vehicles.
- Airport Equipment Purchases
- Install Shop Vehicle Lift System Evaluate Automated Fuel System.

TRENDS

- Fleet vehicles useful life increasing.
- Facilities requiring greater attention - Long Term Planning – Aging (5-Year Maintenance Plan)

EMPLOYEE SPOTLIGHT

- Juan Gutierrez, Fleet Technician , Completed and received his certification as an ASE Master Automotive Technician.

ADDISON AIRPORT

1st QUARTER FY 03-04

Department Mission:

The purpose of the management team is to operate, maintain, and manage the airport to a standard that will provide the best, self-sustaining, general aviation airport facilities and services, while returning a significant economic benefit to the citizens of Addison. The team is also responsible for maintaining a good relationship with the surrounding community and to lessen, to the extent possible, the interference that the citizens experience from the airport.

FIRST QUARTER COMPLETED PROJECTS

- Part 150 & Master Plan Update
- Minimum Standards and Rules and Regulations
- Seal coat several hangar areas
- Richard Byrd Taxiway Pavement Reconstruction
- New airport advertisements in *Dallas Business Journal* and *Inside Collin County*
- First quarter all-tenant lunch
- Installation of new gate lights

SECOND QUARTER WORK PLAN

- Fuel Farm Design and Construction
- Air Traffic Control Groundbreaking and construction commencement
- TxDOT terminal apron and taxiway reconstruction
- Maintenance Building planning
- New airport brochures

TRENDS

- Improved Customer Relations
- Increased construction and improvement activity could cause interference and inconvenience for tenants and users
- Increased lease activity as leases begin to expire
- Fuel gallons delivered tracking higher than first quarters of last two years
- Total operations for first quarter below last two years - fewer aircraft using more fuel = more jets



Addison Police Department Quarterly Report

1st Quarter FY 03-04



Executive Summary:

In 2003, the crime rate went up across the Metroplex, especially vehicle related offenses, and Addison was no exception. Addison also experienced a substantial increase in Fraudulent Use of Identifying Information or identity theft, as it is commonly known. Fourteen cases were reported this quarter. To help offset the trend in increasing crime rates, a neighborhood crime watch group was started in Addison Circle. Another way the department deters potential criminal activity during the busy holiday season is by instituting our annual holiday patrol program. Every evening, beginning the day after Thanksgiving and running through New Year's Eve, two extra patrol units provide additional support and omnipresence to monitor businesses, shopping centers, restaurants and residential areas from 5 pm until 1 am.

Due to an increase in graffiti and gang presence in the Brookhaven Club area, a part-time gang unit utilizing patrol officers has been activated to curtail activity. The unit is proactive in identifying youth members, various gang affiliations, and known hot spots. Their concentrated presence has reduced open gang activities. The unit was also successful in identifying a gang member who sexually assaulted a juvenile in Dallas.

Our special investigative unit in CID has been busy identifying drug labs and conducting drug seizures, as well as continuing to keep pressure on prostitution rings at the various hotels/motels in the area. These proactive initiatives had a direct impact on reducing our crime rate during the first quarter, as indicated below. Addison's average clearance rate for the first quarter was 53%, compared to the state clearance rate of 19% and the national rate of 20%. During December, the terrorism threat level was raised from yellow to orange. This heightened security level meant augmenting airport coverage to 24/7, which affected manpower allocations.

Patrol had three officers out on worker's comp. One returned to light duty and is assigned to CID. Internal initiatives have been created to reduce future worker's comp claims. There were four police recruits in training this quarter. Two officers were released to full duty status in late December. Another recruit was released from training January 8th and the final trainee is scheduled for February 4th. Two vacancies remain in patrol and one dispatcher position is still open. We hope to fill these positions in the second quarter.

First Quarter Accomplishments:

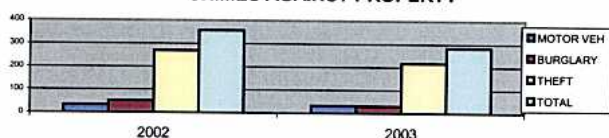
- Implemented local level orange response plan.
- Applied for \$100,000 airport grant for video system.
- Installed new public safety simulcast radio system.
- Revised and updated drafts for the PD annexes to emergency management plan.
- Airport Security training.
- Initiated plan to purchase new patrol vehicles.
- Visited various police agencies to review technology enhancements.
- Developed an information guide for emergency management and Homeland Security.

- Compiled racial profiling data for 2003 annual report.
- Created FY 02-03 Police Department Annual Report.
- Provided assistance to local families, school, and Metrocrest Social Services through the annual Brookhaven Christmas project.
- Annual Halloween event provided treats and school supplies for approximately 1,200 children.
- Implemented action plans to reduce rising trends in hotel/motel crime, gang activity, and traffic intersection violations.

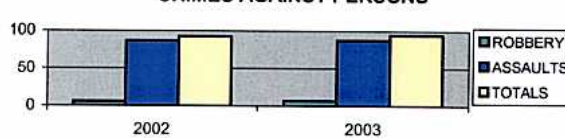
Second Quarter Outlook:

- Implement bachelor's degree option for hiring police officers.
- Complete testing of new public safety radio system.
- Install CrimeWeb Internet technology.
- Complete proposal for patrol fleet transition.
- Transition to Tiburon upgrade for RMS.
- Execute DART/Addison Police Memorandum of Understanding.
- Practice school crisis response plans.
- Complete bullet trap installation in firing range.
- Finalize PD emergency management plan annexes.
- Complete repairs to jail door mechanism.
- Monitor and evaluate action plans implemented to reduce hotel/motel crime, gang activity, and traffic intersection violations.
- Coordinate security plans for future events scheduled at Addison Circle Park.
- Develop new background investigation reporting format.

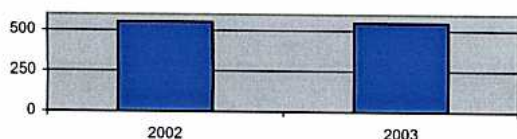
CRIMES AGAINST PROPERTY



CRIMES AGAINST PERSONS



ARRESTS



CALLS FOR SERVICE



VISITOR SERVICES DEPARTMENT

1st QUARTER FY 03-04

Department Description:

The mission of the Visitor Services department is to provide quality and innovative services to increase leisure and business travel to the Town of Addison.

Accomplishments :

- Extended David Green lead generation program for 6 months and set up monthly conference calls with sales team
- Represented Addison at meeting planner functions of MPI, DFWAE, TSAE, and HSMAI
- Input 400 Texas meeting planner's information into our database
- Conducted Addison tour for Texas Department of Transportation Travel Counselors
- Conducted five sight inspection tours with meeting planners at three full service hotels

STATISTICAL INFORMATION

<i>Room Nights Booked</i>	<i>1st quarter</i>
David Green	2,069
Visitor Services Staff	600
Hotel Support	7,795
Addison Direct	0
Events	0
Conference Centre	538
<i>Grand Total</i>	<i>11,002</i>

<i>Addison Hotel Occupancy Q1</i>		
<i>Occupancy</i>	<i>Average Daily Rate</i>	<i>RevPar</i>
55.2%	\$75.70	\$41.96

CURRENT PROJECTS

- Developing data base of meeting planner contacts
- Developing Limited Service Hotel voucher program
- Developing Addison Direct Campaign for businesses outside Addison
- Working with full service hotels to improve hotel support program

OUTLOOK FOR 2nd QUARTER 2004

- Implement Addison Direct campaign and generate sales calls
- Represent Addison at Texas Society of Association Executives Southwest Showcase
- 10,177 anticipated room nights of David Green business to be booked in 2nd Quarter
- Will conduct email campaign to 2,500 planners

TRENDS

The next quarter will continue to be difficult for the Addison hotel industry.

- Annual occupancy dropped 7% to 55.2%
- Room rates dropped to \$75.70 a 7.6 % decrease
- RevPar fell to \$41.96 a 14% decrease
- There are still indications that the industry will recover slightly in 2004

ADDISON CONFERENCE & THEATRE CENTRE

1st QUARTER FY 03-04

Department Description:

The responsibility of the Addison Conference Centre/Theatre is to increase hotel room bookings by providing additional meeting facilities. In addition, it is responsible for providing a venue for artistic experiences of citizens of Addison and the surrounding communities as well as to attract and promote tourism.

Accomplishments:

- Enhanced in-house audio/visual rental equipment with the purchase of a portable sound system, additional wireless mic. and high lumen overhead projector.
- Re-stripped parking lots and fire lanes.
- Increased use and revenue of Theatre Centre. WTT has 2,112 season ticket subscribers YTD, 699 over last year.
- Re-finished all concrete floors in the Conference Centre and Theatre Centre. Due to limited bookings around the holidays, staff utilized this time to strip and re-wax floors resulting in a significant savings over contracting the

STATISTICAL INFORMATION

Conference & Theatre Center Highlights	TOTALS	
	FY 02-03 Q1	FY 03-04 Q1
<i>Conference Center</i>		
Events	187	133
Attendees	14,193	13,357
Revenue	\$97,237	\$88,136
<i>Theatre</i>		
Revenue	\$16,333	\$18,091
Attendance	6,843	7,502
Grand Total Rev.	\$113,570	\$106,227

<i>EVENTS HELD</i>	<i>TOTAL SQ FT</i>	<i>ATTENDEES</i>
Junior Assembly of Dallas	6,600	200
Wellness Expo	13,200	2,000
Centex Homes	6,600	250
City of Denton	865	25
Dallas Fly Fishers	1,200	50
Texas Chamber Orchestra	5,000	200
Smith Barney	1,200	40
Brilliance Academy	4,200	225
Dallas Morning News	1,200	40
First Preston Management	6,600	200
Staubach Company	2,400	100
Rover Dramawerks	6,920	400
Post Properties	2,400	100
Pizza Hut	12,000	500
Pathfinders Sunday School Class	1,200	55
Burst Communications	4,800	100
Dodge Development	8,400	400
Ryan and Co.	3,600	120
Metrocrest Chamber of Commerce	6,600	500
Dallas Area Tax	1,200	40
FDIC	2,400	100
CitiCapital Fleet	6,600	450
TAC Americas	4,800	200
BBWCDF	6,600	300

TRENDS

- Bookings in December were unusually slow. Fewer events due to holidays falling mid-week and few holiday parties which are typically a staple of December. Other area facilities experienced a similar December.
- Audio/Visual rentals remained steady but F&B sales were 27% less than the same time last year.
- WTT has produced 10 more performances over the same time last year.

OUTLOOK FOR 2nd QUARTER

- Staff will be promoting the ACTC through participation in community and industry events and meetings.
- Hosting of large MPI function in February which will provide good exposure to key people in the meetings industry.
- WTT presenting *The Spitfire Grill* January 22-February 15.
- RCT presenting their Annual Valentine show in the Stone Cottage.
- Installation of high-speed, wireless (Wi-Fi) Internet access will begin.

CITY MANAGER

1st QUARTER FY 03-04

Department Description:

The City Manager, as chief administrative officer for the Town of Addison, is responsible for providing management and direction to all departments and divisions for the Town. In addition, the City Manager serves the City Council by effectively implementing and administering the policies established by Council. The City Manager is also responsible for submitting recommendations to the Council concerning policies, programs, and developing methods to ensure the efficient and effective operation of city services. The department accounts for all expenditures related to the city manager, his support staff, and the operation and maintenance of Town Hall.

Accomplishments:

- Completed negotiations to retain the Frito Lay hangars at Addison Airport.
- Directed efforts to ensure the opening of the new Target store.
- Provided direction for the timely completion of the Arts & Events District and its grand opening.
- Completed contract negotiations and received subsequent Council approval for an advertisement contract through the Dallas Morning News.
- Completed the approval and funding process for the numerous non-profit agencies supported by the Town.
- Provided managerial support for the Council's approval of CityHomes' 186-unit town home development in the Addison Circle District.
- Provided oversight on the completion of the Addison Airport Comprehensive Plan and Part 150 Study.
- Negotiated settlements of lawsuits related to Arapaho Road and Airport projects.
- Coordinated, completed, and presented to Council the bi-annual Citizen's Survey.
- Continued to manage and reinforce the organizational culture through employee activities (EAC activities, Addison 101, etc.).

PERSONNEL HIGHLIGHTS

- New staff member appointed to Assistant to the City Manager.
- Administrative Intern completed Masters degree.
- Vacancy in Communications Manager position.

OUTLOOK FOR 2nd QUARTER 2004

- Begin process of hosting public hearings for DART 2030 Plan.
- Begin Council Visioning Process.
- Assist Council with Visioning Committee.
- Develop template to report on a quarterly basis the financial indicators in relation to revenues and expenditures.
- Initiate and continue management of assignments and objectives of Department Heads and key staff members.

CURRENT PROJECTS

- Developing an initiative to provide the Council with meaningful information in an efficient and timely manner. Includes:
 - Revising process for Council agendas
 - Regularly scheduled quarterly reporting
 - Schedule work sessions on important issues
- Developing program for State of the City Address.
- Developing program for FAA Tower Groundbreaking at Addison Airport.
- Provide staff support to Council for Visioning Committee.
- Initiated process for the reinvigoration of Belt Line Road.
- Researching possible Cavanaugh Museum.
- Coordinate and collaborate with other cities to ensure the inclusion of the Cottonbelt Line in the DART 2030 Plan.
- Continuation of economic development activities.
- Continued reinforcement of the organizational culture.
 - New Employee Orientation Program
 - Mentoring Program for mid-managers.